IAPT Administrator

## Job details

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| Job title: | IAPT Administrator |
| Department: | Support Services |
| Location: | Leicester |
| Reporting to:  (job title only) | IAPT Admin Team Lead / Admin Team Manager |
| Direct reports:  (job title only) | N/A |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | Vita Health Group provides the IAPT service for the LLR (Leicester, Leicestershire and Rutland) service area. We offer a variety of short-term psychological therapies for conditions such as depression, anxiety throughout this region. This role is to provide admin support for this service, in a primarily telephone based role.    Working as part of the IAPT Administration Team your role will be to undertake all administrative and telephony tasks required ensuring the smooth running of the IAPT service. The Administrator will also be responsible for ensuring that new referrals are given the earliest appointment; telephones are answered in the appropriate timeframe; clinical diaries are managed; and ensuring that all administration tasks are completed with a high level of accuracy. You will demonstrate an appropriate professionalism and empathy towards patients and colleagues both face to face and over the phone. A keen eye for detail and the ability to multi-task is key to the success of this role.  The most challenging part of this job is that you will have daily contact with patients who may be distressed. This is a public phone number for people who are accessing or wish to access primary care mental health services. You will also need to be able to manage your workload with constant interruptions by phone and in person. |
| Role and Responsibilities: | * + Process referrals with a high level of accuracy and attention to detail   + Respond to patient enquiries   + Liaising with hospitals / GP surgeries/ health care professionals and dealing with the Secondary Care Services   + Monitoring and responding to queries received via email   + Printing, posting or emailing various clinic letters to patients, GP’s and Healthcare professionals   + Sending onward referrals to various clinics and hospitals and send any chasers that are required   + Process all IAPT information / data within the in-house iaptus IT system   + Ensure any necessary diary changes for the clinicians are completed and that any changes to appointments are communicated with patients at the earliest opportunity   + Undertake general administration to contribute to the smooth running of the department   + Any other ad hoc duties to support the function of the business |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + Qualifications – GCSE Maths and English grade C and above or equivalent |  |
| **Experience** | * + Team player   + The ability to build excellent relationships   + Personal resilience and ability to deal with emotionally distressed service users | * + Previous experience working in a call centre would be an advantage   + Previous experience working within a Mental Health Service or medical environment is desirable |
| **Skills/knowledge** | * IT literate – intermediate level minimum * High level of accuracy and attention to detail * Strong communication skills * Excellent customer relationship skills |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Evidence of values that are consistent with the NHS constitution. * Interpersonal skills to engage and develop working alliances with colleagues and patients. * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work under pressure * An awareness of and commitment to supporting and facilitating diversity and inclusion * Excellent time management skills |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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